Scott McCallum
Governor

Phyllis J. Dubé
Secretary

State of Wisconsin

Department of Health and Family Services

DIVISION OF MANAGEMENT AND TECHNOLOGY

1 WEST WILSON STREET
P.O. BOX 7850
MADISON WI 53707-7850

Telephone: 608-266-8445
FAX: 608-267-6779
www.dhfs.state.wi.us

MEMORANDUM

DATE: August 2, 2002

TO: Family Care CMOs

FROM: Dana Parpart, DHFS BIS

SUBJECT: CMO Information for Encounter Reporting

The BIS staff of DHFS Family Care has been working on the Encounter Reporting initiative to replace HSRS Family Care reporting since the spring of 2001. The next step in this project involves working with the counties to create extract files of their Family Care claims. This introductory letter provides a brief overview of Encounter Reporting, explains the purpose of each email attachment, and provides a high level plan on how to proceed in order to implement the new process.

ENCOUNTER REPORTING OVERVIEW

Until now, all Family Care member services reporting has been done through the Human Services Reporting System (HSRS). The HSRS Long Term Support Module was never designed to capture the information in support of Family Care. Replacing HSRS data with Encounter Reporting data will provide DHFS with the information necessary to administer this managed care program.

The current phase of the Encounter Reporting project (Phase I) is basically just a new process for getting claims and other LTC services information from CMOs. Upon implementation, instead of the CMOs re-entering claims information into a HSRS application, they will extract the data directly from their claims history and send it to the State. This will eliminate the double entry currently done by each CMO and provide higher quality data that is better suited to the county and State information needs. Until this point, most of the project work has involved the State defining the data requirements for the Encounter Repository as well as the process for getting the data extracts from each CMO. The Encounter Repository is the State's central database that will eventually hold all the encounter information sent by Family Care CMOs.

The planned implementation date for Phase I is February 15, 2003. Later next year, as we move toward HIPAA implementation, Encounter Reporting will begin a second phase to take advantage of the enhanced data available through HIPAA transactions.

We are looking forward to the Encounter Data implementation providing better quality data for analysis and reporting for both the State and the CMOs as well as eliminating the time consuming data entry the CMOs must currently do for Family Care.

ATTACHMENTS - In addition to this overview, you will have the following attachments:

- **Family Care Encounter Reporting FAQ**. This FAQ is a compilation of the most common questions people have regarding Encounter Reporting. Periodically, this FAQ will be updated and sent to you. *It's a good first document for everyone to read.*

- **Family Care Encounter Reporting Data Dictionary**. This document describes the various data elements contained in the encounter record you will extract and send to the State. The description includes things like data element name, length and data type. In addition, there is a brief definition of the data element as well as some of the validation rules Encounter Reporting will use to verify the data you send us. *It's primarily intended as a technical document to assist the CMO IT personnel in creating an extract from your claims history data.*

- **XML File Layout.** This document describes the technical details of the claims history record format extract from your system. *It's primarily intended as a technical document to assist your CMO IT personnel in creating an extract from your claims history data.*

- **Encounter Reporting Business Requirements Document.** This document describes the different claims transaction that Encounter Reporting will be receiving from you. It includes examples of the different transaction scenarios, some specific edit requirements, and assumptions with respect to business practice. *This is an important document for the CMO business office to review for accuracy. We are asking that each CMO validate these assumptions as correct. It should also be shared with the IT staff as part of the technical specifications.*

- **CMO Specific Assumptions & Issues.** This document describes the specific assumptions and issues that relate directly to your CMO. It will also include a data mapping document which maps your CMOs claims data to Encounter Reporting. Much of the information in this document was gathered from correspondence, discussions or visits with you or other CMO staff. *This is an important document for the CMO business office to review for accuracy. We are asking that each CMO validate these assumptions as correct. The BIS team member assigned to you will also be working with you and your IT staff to address any issues.*

- **Project Timeline**. The Encounter Reporting implementation timeline provides a high level view of all the remaining activities for Phase I and when they need to be completed. *This timeline is intended as a planning tool both for CMO management staff as well as your IT staff.*

Additional information will be sent to you as this project progresses. An example of another document that will be shared with you is the File Transfer Protocol. This document will describe the process necessary to send your encounter records to the State. The BIS team member designated to support your CMO will be providing the future information and documents as they are finalized.

NEXT STEPS

1. **IT Staff** - Please forward this email with attachments to your IT staff.

- Review technical specifications and begin designing the program to extract data from your claims history file. The Business Requirements attachment also contains examples of transactions. This will be helpful to a programmer designing the extract. They will want to work with the BIS team member to determine and address any changes that have to be made to meet the transaction requirements.

- The IT staff will want to plan for the testing and implementation tasks in the Project Timeline.

2. **CMO Staff**

- Review the Encounter FAQ's and Project Timeline. The FAQ's should answer many of the questions you have about how Encounter Reporting will work. The Project Timeline gives a timetable for the remainder of Phase I - from creating the extracts to testing and implementation early next year.

- Review the Business Requirements and CMO Specific Assumptions & Issues documents. The CMO should verify that all the assumptions regarding your CMO are correct. It also documents outstanding issues your BIS team member will help you address.

- Finally, CMO staff will also want to plan for the testing and implementation tasks in the Project Timeline.

If you have any questions, you can contact the BIS team member designated below for assistance.

TECHNICAL ASSISTANCE

The BIS team is available to provide technical assistance throughout the implementation of Encounter Reporting. Your support person will contact you within a few days, and from time to time thereafter, to see how things are going and to provide any technical assistance. Initially, they will be working with you on test plan development and verifying the data mapping to your claims system. If you have questions or need assistance, please feel free to give them a call. Each county has a support person designated to them for Encounter Reporting:

Milwaukee CMO: **Jill Hoskins**; (608) 261-6843; HoskiJA@dhfs.state.wi.us
Fond du Lac CMO: **Steve Harvancik**; (608) 267-9473: HarvaSS@dhfs.state.wi.us
Portage CMO: **Marcie Perkins**; (608) 261-8886; PerkiME@dhfs.state.wi.us
Richland CMO: **Russ Lutz**; (608) 261-8345; LutzR@dhfs.state.wi.us
La Crosse CMO: **Steve Harvancik**; (608) 267-9473; HarvaSS@dhfs.state.wi.us
Kenosha County: **Jill Hoskins**; (608) 261-6843; HoskiJA@dhfs.state.wi.us

If your support person is unavailable, feel free to call anyone on the list and they will try to assist you.

The BIS staff of DHFS-Family Care appreciates all the work the CMOs have done so far to get us to this point. We look forward to providing assistance to you in any way we can.